

**LifeLine contacts received and closed by CAB during the month of May 2017**

Data Pull Date: 071017

<b>LifeLine Phone Contacts in CAB</b>						
	Jan	Feb	Mar	Apr	May	YTD
<b>Received</b>	96	101	86	82	90	455
<b>Closed</b>	96	101	86	82	90	455

<b>LifeLine Written Contacts in CAB</b>						
<b>Received</b>	Jan	Feb	Mar	Apr	May	YTD
LL Appeals (Landline & Wireless) Received	204	146	181	148	202	881
LL Billing Received	49	65	60	56	79	309
LL Complaints Received	2	2	2	2	0	8
LL Inquiries Received	19	14	26	13	51	123
LL Assignment Pending	50	34	30	43	8	165
<b>Total Written Contacts Received</b>	<b>324</b>	<b>261</b>	<b>299</b>	<b>262</b>	<b>340</b>	<b>1486</b>
<b>Closed</b>	Jan	Feb	Mar	Apr	May	YTD
LifeLine Appeals Closed	247	184	216	129	196	972
<i>Landline Appeals</i>	174	123	134	81	105	617
<i>Wireless Appeals</i>	73	61	82	48	91	355
LL Billing Closed	56	49	85	79	71	340
LL Complaints Closed	0	0	1	1	1	3
LL Inquiries Closed	26	29	42	14	29	140
LL Unknown <sup>1</sup> Closed	2	1	1	0	1	5
<b>Total Written Contacts Closed</b>	<b>331</b>	<b>263</b>	<b>345</b>	<b>223</b>	<b>298</b>	<b>1460</b>

## Section II - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jan	Feb	Mar	Apr	May	May		YTD
<b>LifeLine Appeals (Landline &amp; Wireless)</b>						Denial Overturned <sup>2</sup>	Denial Upheld <sup>2</sup>	
LL Customer Did Not Return Form	68	50	64	33	56	3	51	271
LL Documents Not Provided/Does Not Meet Guidelines	46	38	33	20	46	32	9	183
LL Form Complexity	9	4	8	8	10	4	5	39
LL IDV Identity Verification	26	26	35	15	27	21	5	129
LL Initials Missing	21	11	14	15	15	2	13	76
LL No Carrier Authority	0	0	0	0	0	0	0	0
LL Nondeliverable	0	0	1	0	0	0	0	1
LL Policy/Practices	5	3	9	5	4	2	2	26
LL Privacy	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	2	3	6	5	2	1	1	18
LL Signature/Printed Name Does Not Match/Missing	62	42	40	24	30	17	11	198
LL SSN/DOB/Tribal ID Not Provided	8	7	6	4	6	5	1	31
LL Tribal	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0
<b>Total Appeals</b>	<b>247</b>	<b>184</b>	<b>216</b>	<b>129</b>	<b>196</b>			<b>972</b>

	Jan	Feb	Mar	Apr	May	May			YTD
<b>LifeLine Billing</b>						Wireless	Wireline	VOIP	
LLB Address Error	6	7	5	7	6	3	2	1	31
LLB Application Request	14	9	27	27	19	6	12	1	96
LLB Approved for Discount	10	10	10	17	12	6	4	2	59
LLB Discount Switched to Other Carrier	7	3	5	5	6	3	3	0	26
LLB Federal Program/Equipment	17	20	38	23	28	28	0	0	126
LLB New Phone Service Not LL Eligible	2	0	0	0	0	0	0	0	2
<b>Total Billing</b>	<b>56</b>	<b>49</b>	<b>85</b>	<b>79</b>	<b>71</b>				<b>340</b>

**Disclaimer:** The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

1 Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

2 Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.